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Quality of Work Life for Nurses in Specialized Medical Centers in Mosul City

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Abstract **Background and objective:** The quality of nursing work life is the extent to which nurses can fulfill their own needs through job-related understanding while achieving organizational goals. The study aims to assess the nurses' quality of life at work in specialized medical centers in Mosul city. **Methods and materials:** Descriotive a cross-sectional study was conducted among twelve a government specialized health centers in Mosul city. from December 1, 2024, to July 1, 2025. Simple random sampling method used to choice nurses included (450) nurses. A developed scale was used to identfy the QWL. The data were collected by interview and analyzed by using SPSS version (26). **Results:** The results of the study found most of the nurses participating in the study expressed that the quality of work life as general was good (3.373) with standard deviation (0.507). The study finding WoQL subscales are good except the (Work status, Compensation, Work stress) were moderate with mean (2.580, 2.913, 3.146), respectively. **Conclousions:** The researcher concluded that the QoWL among nurses in were good as generally except some aspects are moderate and its need improving it in the future as it affects the psychological, social and economic condition of nurses and improves quality of service.

Key Words Quality of Work Life, Nurses, Work Strees, Job Satisfaction

INTRODUCTION

Quality of work life is defined as an employee's perception of their organization, work, and employer [1]. The degree to which nurses can encounter their personal needs through work-related experiences while accomplishing organizational objectives is known as Quality of Nursing Work Life (QNWL) [2]. There was still variation in the QNWL, with low, moderate, and high ratings. Assocation with coworkers, decision-making authority, management style and leadership, demographics, pay and shifts, perks, and workload impact how much nurses enjoy their job lives. One Monthly salary is the best indicator of nursing work-life quality, followed by job stress, organizational commitment, and work environment [3]. The concept of QWL was first proposed in the 1960s in Sweden with the goal of improving workers' working conditions. The International Association for the QWL first used the concept in 1972 at an international conference on human resource management in the United States [4]. The most important group of healthcare professional are nurses, and the stability of their team has a big impact on the standard of care. How well nurses are able to fulfill significant personal needs as a result of their experience in the organization and the degree to which they are able to accomplish significant organizational goal is the particular quality of nursing work life [5]. Because it impacts the efficiency of providing the best possible care, health service organizations place a high priority on the QWL. Furthermore, the provision of high quality healthcare services depends on nurses' QWL, which also helps to reduce nurse turnover, boost retention and motivation and boost efficiency for both organizations, and nurses [6]. According to earlier research, factors that negatively impacted (QWL) included a lack of autonomy in making decisions about patient care, a greater workload, job conflicts, a lack of professional autonomy, a poor compensation, a lack of career growth prospects, a lack of stakeholder support, and insufficient welfare services, societal attitudes toward nursing, higher education, and longer professional experience [7]. Phan and Vo [8] discovered several elements, including job satisfaction, pay, and working circumstances, that affect healthcare workers' quality of life [8]. The elements that imact nurses' QWL are yet unknown, though. In addition to providing baseline data, determining the factors that influence nurses' QWL can help

organizations plan and develop strategies to retain nurses and boost their productivity, which will ultimately result in the delivery of high-quality care [9]. The study aims to assess the QWL for nurses in specialized medical centers in Mosul city.

METHODS

A cross-sectional design used to accomplish the study's aim was conducted in twelve a government specialized health centers in Mosul city, an important city in Iraq, which is considered the capital of Nineveh Governorate from December 1, 2024, to July 1, 2025. Simple random non-propability method used to select particepants included (450) nurses. A developed scale was used to assess the QWl. (Ts, N. (2022). Nurses' QWL were consisting of (10) subscales to assess multidimension of quality of work life includes: Work environment (6 Items), Working condition (4 Items), Compensation (4 items), Worklife balance (4 Items), cooperation & relationship (4 items), Job satisfaction (4 items), Stress at work (4 items), Job security (2 items), Organization culture (3 items), Career development (3 items), The nurses' responses scoring from (1-5). The nurses' response ranged from (1 to 5), with (1 to 1.66) being poor QoWL, (1.67-3.33) being moderate QoWL, and (3.34-5) being good QoWl. The data were collected by interview and analyzed by using SPSS orogram version 26.

RESULTS AND DISCUSSION

Enhancing the QWL of healthcare professionals, especially nurses, has a favorable impact on patient outcomes [10]. When nurses are Satisfied with their QWL, they are more likely to leave their company and look for another opportunity. dissatisfaction employees perform more and are more loyal to their company [11]. The study results revealed that most nurses participating in the study expressed that the QWL as general were good (3.373) with standard deviation (0.507). While, a study showed that the QWL, as perceived by regester Bangladeshi nurses, is average. Monthly income was found to be the best predictor, followed by work environment, organizational commitment, and work stress [12]. According to a prior study, nurses may be prevented from working long hours or taking on additional jobs if work quality is improved. By preserving a better QWL and gaining the knowledge and abilities to successfully manage work and personal responsibilities, this could help them live better work lives [10]. The study finding QWL subscales are good and the rang from (4.011) for cooperation and communication relationships to (3.38) for professional development except the (Work status, Compensation, Work stress) were moderate with mean (2.580, 2.913, 3.146), respectively (Table 1, 2). This aspect of the QWL must be improved in order to enhance the overall QWL, as it greatly affects the type of service provided to patients, increases nurses' sense of belonging to their institutions, and contributes to inhancing the quality of care. Previous study indicated that the nurses' QWL was at the moderate level. More attention must be paid to nurses' QWL and the elements that affect it, since it plays a important role in luring and keeping staff [13-20]. The researcher concluded that the QoWL among nurses in were good as generally except some aspects are moderate and its need improving it in the future as it affects the psychological, social and economic condition of nurses and improves the quality of service.

Table 1: Study sample distribution based on demographic information

Information	Categories	F	Percentage
Sex	Male	220	49
	Female	230	51
Age	20-29 years	260	58
	30-39 years	126	28
	40-49 years	59	13
	50 or more	5	1
Type of Work Shift	Morning shift	289	64
	Evening shift	26	6
	Overnight shift	135	30
Education level	Nursing Secondary School	58	13
	Diploma	186	41
	Bachelor's Degree	193	43
	Postgraduate Certificates	13	3
Years of Service at the Workplace	1-5 years	297	66
	6-10 years	52	12
	11-15 years	54	12
	16-20 years	15	3
	21 or more	32	7
Work Area Within the Specialized Center	Consultancy	50	11
	Emergency	8	2
	Patient Care Departments Lobbies	231	50
	Surgical Operations	83	20
	Intensive Care Unit	42	9
	Other Departments (e.g., Administrative Departments	36	8

Table 2: Show overall assessment of quality of work life among participation

Quality of work life	Poor		Moderate		Good		Mean	SD	Assessment
	No.	%	No.	%	No.	%			
Environment	8	1.8	135	30	307	68.2	3.568	0.793	Good
Work status	10	2.2	347	77.1	93	20.7	2.580	0.643	Moderate
Balance between work and life	9	2.0	207	46.0	234	52.0	3.354	0.755	Good
Compensation	38	8.4	281	62.4	131	29.1	2.913	0.917	Moderate
Cooperation and communication relationships	2	0.4	62	13.8	368	85.8	4.011	0.635	Good
Work stress	17	3.8	249	55.3	184	40.9	3.146	0.834	Moderate
Job satisfaction	7	1.6	154	34.2	289	64.2	3.589	0.814	Good
Job security	20	4.4	181	40.2	249	55.3	3.368	0.892	Good
Professional development	21	4.7	168	37.3	261	58.0	3.38	0.903	Good
Hospital culture	11	2.4	117	26.0	322	71.6	3.555	0.819	Good
Overall quality of work life	3	0.7	197	43.8	250	55.5	3.373	0.507	Good

SD: Standard deviation

CONCLUSIONS

The researcher concluded that the QoWL among nurses in were good as generally except some aspects are moderate and its need improving it in the future as it affects the psychological, social and economic condition of nurses and improves quality of service.

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